



The Arrow Exterminators Family of Brands

Veterans Committee Newsletter

Winter 2020

The purpose of the Veterans Committee is to create a culture for veterans within the Arrow Exterminators Family of Brands. The culture will center around comradery, recognition, and support for veterans and active service members. This includes their families, and the community at large.

Camo Booties

Arrow Exterminators donated \$5,000 in conjunction with the Camo Booties. Arrow Exterminators donated \$1 to Folds of Honor for every picture a customer posted on a social media with an Arrow team member in camo booties



Missing in America

The Missing in America Project (MIAP) strives to locate, identify, and inter the unclaimed cremated remains of American veterans. On Tuesday, November 12, 2019, MIAP held a funeral service and procession with military honors to 7 unclaimed veterans who served in the US Army and the US Navy during WWII. The entire 20 mile Arrow participated in the funeral procession that passed The Starkey Thomas National Training Center where Arrow Team members stood roadside to pay homage.



T-Shirts

We partnered with Grunt Style, in designing exclusive Arrow t-shirts and hoodies. For a limited time, team members were able to purchase this Arrow apparel backed by a lifetime guarantee. You purchased over 600 t-shirts and hoodies.

By wearing these shirts, you are advocating our support to our country's veterans. In just a few short years, veteran-owned clothing company, Grunt Style, has grown to become one of the nation's biggest providers of American-made patriotic clothing and gear.



Charlie's Christmas Wish

In keeping with our commitments to contribute to the needs of veterans in our community, Arrow Exterminators sponsored the world premiere of feature film **CHARLIE'S CHRISTMAS WISH** to benefit a new homeless veteran shelter. Charlie's Christmas Wish, filmed in and around Cherokee and Pickens Counties, Georgia is a story about Charlie, a rescued angel dog on a mission to help homeless veterans who have been silently living in the woods. Their plight is discovered by a returning Afghanistan Veteran dealing with his own PTSD. Members of the cast, including Charlie, were present at the movie premiere, along with service dogs and their veteran handlers for pictures and to answer questions about their programs.



Veterans Day Montage

Fun Fact: Veterans Day was originally known as Armistice Day, which commemorated the end of World War I on November 11, 1918. It was in 1954 that President Eisenhower called it Veterans Day. For Veterans Day 2019, Arrow University, in collaboration with the Veterans Committee prepared a special Veterans Day montage to honor our veterans. They sent out a company-wide inquiry for photos of employees, family, and/or friends who serve(ed). We received over 100 photographs with testimonials that were included in the superlative Veterans Day video. Thank you to all who submitted pictures and testaments.

“Honoring the sacrifices many have made for our country in the name of freedom and democracy is the very foundation of Veterans Day. -Charles B. Rangel”

Click here to view: <https://youtu.be/RZjO3pgQR9w>



Wreaths Across America

Wreaths across America's mission is to remember, honor and teach. This is carried out by coordinating wreath-laying ceremonies at more than 1,600 locations in all 50 U.S. states, at sea and abroad. We asked for your support, and that's exactly what we received! Many of our Arrow family volunteered to lay wreaths on December 14th AND/OR sponsored a veterans' wreath at a cemetery. Thank you to all who participated



Region 1 Serve a Hero

Region 1 Service Center Managers and the Arrow Veterans Committee partnered with the Veterans Empowerment Organization Organizations (VEO) to provide meals for 80 veterans as a part of VEO's Serve a Hero Nourishment program. This initiative made a difference in the lives of those veterans in the metro Atlanta community.



Pancake Breakfast

Arrow Exterminators and The Cherokee County Homeless Veteran Program sponsored a pancake breakfast with Santa for veterans and their family at The Starkey Thomas National Training Center. Over 150 people showed up to say hi to Santa, take pictures with him, and eat delicious pancakes! Along with the pancake breakfast, The Veterans Committee hosted a consignment exchange open for any veteran or veteran family member.



Region 15 Gutter Installation

Arrow team members from region 15 installed new gutters and downspouts at veteran, Mr. Hawkins home in Powder Springs, Ga. Mr. Hawkins was a Combat Medic in the Army for 3 years. Arrow will be back soon to install gutter covers.



Region 9 Brevard County Veterans Cemetery

Region 9 donated lawn services to Brevard County Veterans Cemetery. The lawn services included lawn care, lawn maintenance, and landscaping care.



Region 12 Holidays for Heroes

Region 12 held a collection for military personal aboard USS Abraham Lincoln CVN 72 and USS Leyte Gulf CG 55. Both ships were deployed through the holiday season and had not pulled into port for 6 months. Arrow team members donated care packages and items to put in care packages to the Pensacola Service Center. This is an excellent example of #WinTheHeart.



Region 4, 6, 11 Coat Drive

Regions 4, 6, and 11 participated in a coat drive competition for veterans and their family members. More than 600 coats were donated and dispersed as needed. The Spartanburg, SC Service Center won the coat drive contest and enjoyed a Warriors Breakfast catered by Cracker Barrel. Congratulations Spartanburg and thank you to all who contributed.



Adopt-A-Veteran

The Cherokee County Homeless Veteran Program (CCHVP) and American Legion Post 45 announced their program kick off for, “Adopt a Veteran” for the 3rd year. Annually, this program focuses on providing for veterans with families who are financially challenge or homeless AND on elderly veterans who live in senior care facilities or living alone. Arrow’s Veteran Committee heard this call and jumped to offer our assistance in making sure we delivered an unforgettable Christmas to, the senior veterans at Camellia Place Assisted Living, Mr. George, and the Payton family, just to name a few.

Camellia Place

On December 16th, the HR team hosted a Christmas celebration at Camellia Place Assisted Living Home. The HR team played Christmas BINGO with 11 veterans while sipping Hot Chocolate, eating cupcakes, and enjoying great conversations. Each Veteran also received a personalized gift basket consisting of Arrow swag, toiletries, fun activity books & games, and customized blankets with their branch of service.



Mr. George

Risk, Safety, & Fleet and Finance sponsored Mr. George Moore, Georgia veteran. They enjoyed sitting and talking with Mr. Moore while he told tantalizing stories of his life. It was a joy to spend time with him and gift for all parties involved.



Payton Family

SSgt David Payton, USMC resident of Woodstock, GA grew up in Powder Springs and enlisted in the Marine Corps after graduating from McEachern High School in 2001. While deployed in Iraq in 2005, David sustained life threatening injuries after his compound was hit with a Rocket Propelled Grenade (RPG). The RPG hit a chemical tank that he was sleeping next to and it exploded. He suffered severe burns to his lungs and eyes, leaving him blind. He and his wife Heather are parents to 3 boys and 5 girls aged 4-13 years. The Payton children submitted their Christmas wish list for the holidays to Arrow Exterminators and YOU helped David’s family experience an unforgettable holiday by fulfilling their lists. The family received toys, clothes, gift cards, and donated laptops. Your contributions were overwhelming. They were exceptionally thankful and grateful for all that they had received.



HIGHLIGHTING OUR HEROS

Mary Catherine Smith, Accounts Collection Coordinator- Hughes Exterminators Clearwater, FL

Join the Veterans Committee in recognizing Mary Smith for her service in the Army Reserves. She joined in 2010 and was recently deployed in February 2019. She has since returned back to the United States in mid-January 2020. We asked her to give us a snippet of her experience, background, and Arrow Exterminators connections; she had this to say:

“Having a diverse background working in the Staffing, hospitality, and cosmetic industries, I was looking for a solid company, one to call, "Home" until they kick me out the door at retirement. Finding the advertisement for a position with Hughes Exterminators after relocating from Saint Petersburg, Florida to Dunedin, my instant "Gut" reaction told me to apply. I met with Greg and Kitty for the initial interview at the Clearwater location. It was a comfortable and straight forward meeting, it felt good! I left smiling for the first time since moving to Dunedin, FL. My first day and about three weeks of settling in, getting to know the culture of the Company and staff, starting official training and feeling like I had found a fit for myself and career path. But then, things got busy. I got "Mob" orders from my USAR Unit, the 5-159th Aviation BN GSAB Delta Company. I went to Greg, my SCM and said, "Hey Boss (Greg), I need to go down to my Unit right now" Ok, Greg said, "When will you be back?" My reply, "Uhhhh, next year?"...

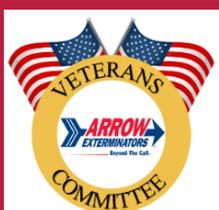
I joined the Army Reserves at forty years old and Logistics was my responsibility. I was literally, the "Grandma" of our deployment. Pushing and tracking parts, arranging transport of big parts like engines and blades, taking computer parts to be reset on the other side of Kuwait City, was my job. I got to see lots of camels during this time! I loved the mornings, going to "Green Beans" for my Carmel Latte with an extra shot of espresso and the contract workers would make beautiful art in the foam of latte cream (Anyone who has deployed recently knows what I'm talking about). We all love our coffee! Being in an aviation unit, Delta Company, there are few females. So, I would like to take the time out to thank the Echo CO females all their support and positive energy.

My squad in the military reminded me of my family at Hughes. One day, a Command Sergeant Major visited our building and on my office door was a cartoon character of a "Grandma" taped there by my Guys. He looked at it and asked, "Who's office is this?" I responded, "Oh, that's my office, Command Sergeant Major.", not sure how he took that, but I think he knew he didn't have to worry about any problems with our squad, we were like Family and we always got our job done!

I share this with you all because I am honored to have experienced it. Serving our Country, you realize in this time, while deployed, how little a person really needs to survive. Toothbrush, toothpaste and a bottle of water... To be in a land that taught me to look across the desert into the sky and appreciate different cultures and places...In the midst of chaos, is peace. It's good to be home and appreciate all of the support, Hughes and Arrow Exterminators sent and gave while I was gone.”



Arrow is 192 Veterans strong. The Veterans Committee has 38 active members and we are always looking to grow. The Veterans Committee is open to anyone who would like to be in support of those who served. If you would like to join the committee, please send an email to veterans@arrowext.com.



*In service
to those who serve*
veterans@arrowexterminators.com